



One Touch KC

<https://www.kcmo.gov/city-hall/departments/health/one-touch-kansas-city>

“One Touch-Kansas City” (One Touch KC), is a new, innovative program that has the primary goal of using web-based technology to connect collaborating community organizations to make rapid referrals for key resources related to housing, utilities, safety, and food. The goal is to enhance access to resources and services for vulnerable populations to improve their management of their social determinants of health. As part of One Touch KC, collaborating organizations use a common screening survey to ask key questions that results in instant referrals to address the needs the questions seek to address. One Touch KC connects health providers, government agencies, and non-profit organizations that “touch” homes to make rapid resource referrals to each other to make sure everyone’s clients get the health, housing and social services they need.

How to join the One Touch KC collaboration: To join the One Touch KC collaboration all your organization needs to do is complete the on-line version of the One Touch KC collaboration commitment agreement located at the One Touch KC web site, or download the form, sign it and email a copy to Ryan Allenbrand, One Touch KC coordinator for Children’s Mercy. Contact information is available on the One Touch KC web site. The simple agreement just asks that you commit to using the One Touch KC system to both make and take referrals. That’s it. It is not a legally binding agreement, only voluntary.

How to use the One Touch KC tool: You and/or your case manager can complete the One Touch KC Survey using any computer or mobile device, and once you hit the submit button, the survey is complete and the referrals have been made, automatically. The One Touch KC resource referral survey has two options. The first is a HIPAA-exempt, 35 question Full Survey. The second is a Fast-track Special Needs survey that allows the surveyor to make a quick referral to one or more of the One Touch KC survey collaborators. Both are described below:

1. **The Full Survey option:** is a HIPAA-exempt, 35 question survey that takes less than 10 minutes for a One Touch KC surveyor to complete. The survey asks both general and needs-related questions. Topics include general health safety needs, healthy and energy efficient housing, access to health provider and insurance, help with utility bills, access to healthy food and personal hygiene supplies, any assistance with legal questions and questions about the health of children, seniors and veterans.
2. **The “Fast-track Special Needs” option:** The Fast-track Special Needs survey is an alternative option that the One Touch surveyor can select. This option provides the surveyor the ability to quickly refer a family to other One Touch KC community collaborating organization(s) for a need the One Touch KC surveyor believes the other organization can help with. It is only intended for trying to quickly connect a client with a One Touch KC collaborating organization for assistance with an urgent issue.

Four organizations received valuable funding from the Health Forward Foundation of Greater Kansas City to support the development and initial pilot of the One Touch KC program. Nine additional Kansas City organizations helped to develop the collaboration agreement, survey questions and the resource guides. All have committed to supporting the One Touch KC program and assisting with the implementation of the web-based One Touch KC Resource Referral system.